



TAKE YOUR BREAK

You've earned it!

Your Award provides for a 10-minute tea break, including on a Saturday. While this break needs to be taken at a time convenient to the business needs of Service NSW, you cannot be denied this break — it is an entitlement.

Managers need to balance business needs with the provisions included in your Award.

Service NSW employees perform intensive face-to-face work. Eating and drinking at your workstation is often prohibited.

While good managers are able to balance the needs of staff and customers, some managers are routinely cancelling or denying tea breaks. This is in breach of your hard-fought conditions of employment.



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